

ARIZONA

DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Enterprise Email

February 17, 2019

Background

Governor Ducey

- Focused on running government at the speed of business
- Goal Council 5 created to provide a more efficient and accountable government to our citizens and taxpayers

Arizona Management System (AMS)

- Designed to create efficiencies throughout state
- Desired a platform to increase communication and collaboration statewide
- Identified opportunities for statewide enterprise contracts

Enterprise Email

- State agencies using 30 disparate and disconnected email platforms (Google, Microsoft, Groupwise, etc)
- Different pricing and contracts
- Google selected
- Governor's Office and Department of Administration have already migrated

Desired Benefits

01 **Improved cross agency collaboration**

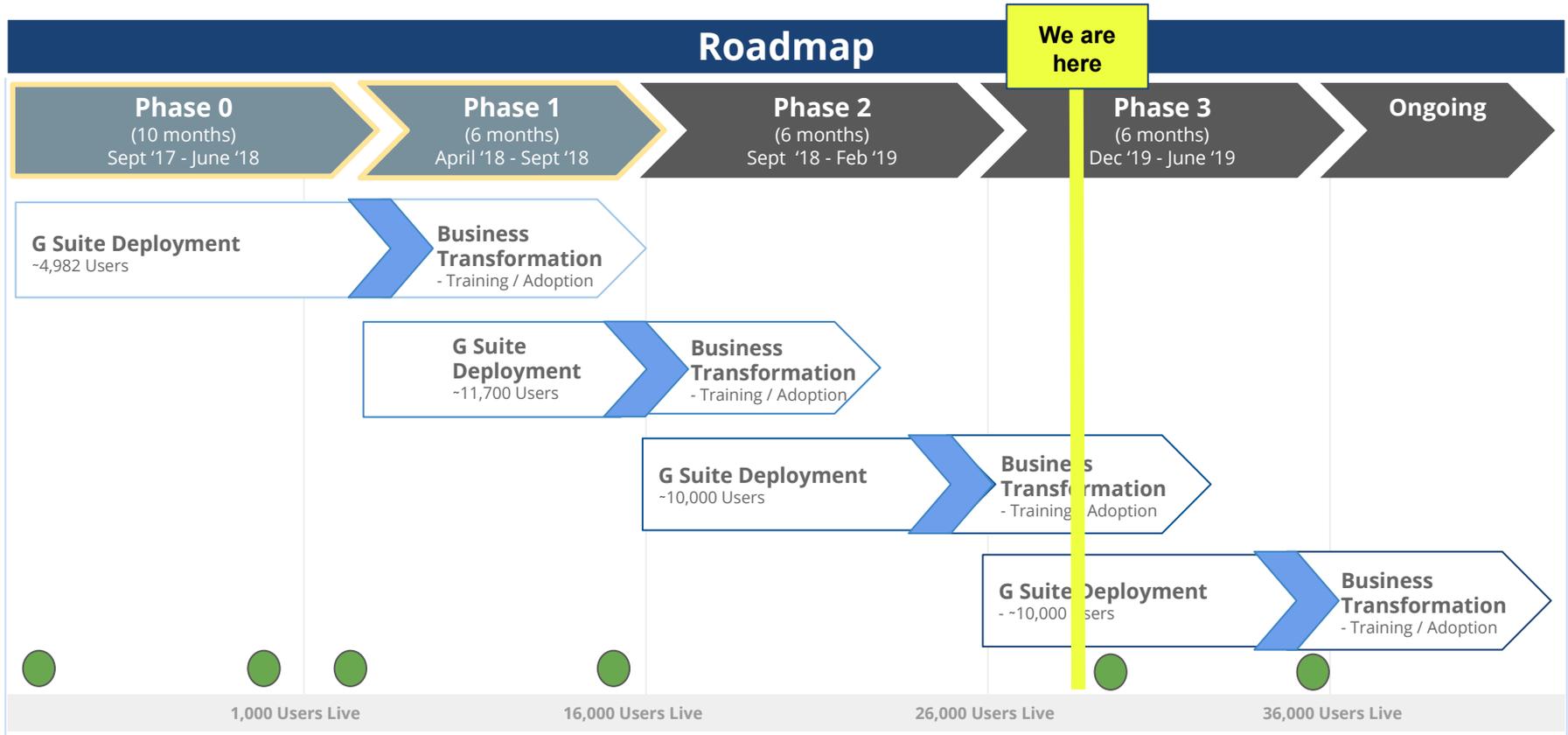
02 **Better and more efficient communication**

03 **Easier data sharing**

04 **Enhanced contract transparency**

Progress to date...

Overall Roll-Out Plan



****Dates / Timeline are tentative****

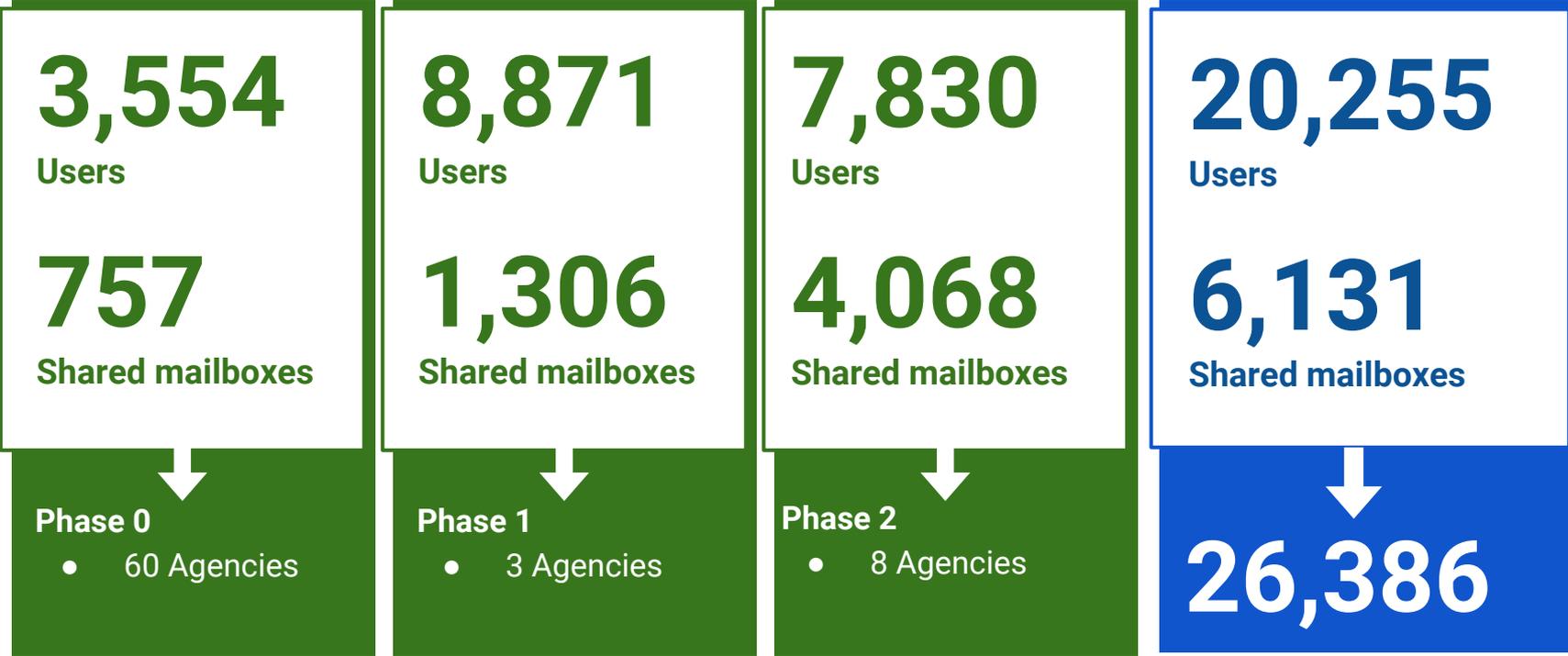
● ITAC Review/Approval

> Lessons Learned sessions

71 Agencies migrated

- | | | |
|---|--|---|
| 1. Acupuncture | 27. Office of the Governor | 52. Arizona Office of Tourism |
| 2. Physical Therapy | 28. Arizona Department of Administration | 53. Office of Economic Opportunity |
| 3. Occupational Therapy/Athletic Training | 29. Registrar of Contractors | 54. Arizona Historical Society |
| 4. Veterinary Medical Examining Board | 30. Navigable Stream Adjudication Commission | 55. Arizona Exposition & State Fair |
| 5. Dispensing Opticians | 31. Arizona Commission of African American Affairs | 56. Department of Financial Institutions |
| 6. Board of Homeopathic Medical Examiners | 32. Board of Tax Appeals | 57. Department of Insurance |
| 7. Board of Massage Therapy | 33. Automobile Theft Authority | 58. Department of Liquor Licenses & Control |
| 8. Naturopathic Physicians Medical Board | 34. Arizona Board of Fingerprinting | 59. Arizona Lottery |
| 9. Board of Optometry | 35. Arizona Pioneers Home | 60. Prosecuting Attorney's Advisory Council |
| 10. Forestry and Fire | 36. Department of Emergency & Military Affairs | 61. Department of Corrections |
| 11. Personnel Board | 37. Industrial Commission of Arizona | 62. Department of Health Services |
| 12. Board of Podiatry Examiners | 38. Department of Game & Fish | 63. State Parks |
| 13. Private Postsecondary Education | 39. Department of Real Estate | 64. Arizona Department of Transportation |
| 14. Board of Respiratory Care Examiners | 40. Governor's Office of Highway Safety | 65. Arizona Health Care Cost Containment System |
| 15. Board of Psychologist Examiners | 41. Arizona State Board of Technical Registration | 66. Arizona Department of Juvenile Corrections |
| 16. Arizona Medical Board | 42. Board of Education | 67. Department of Environmental Quality |
| 17. Nursing Board | 43. Residential Utility Consumer Office | 68. State Land |
| 18. Chiropractic Examiners | 44. Board of Executive Clemency | 69. Department of Housing |
| 19. Cosmetology | 45. Arizona State Board for Charter Schools | 70. Department of Gaming |
| 20. Behavioral Health Examiners Board | 46. Arizona State Mine Inspector | 71. Department of Agriculture |
| 21. Dental Examiners Board | 47. Board of Equalization | |
| 22. Department of Homeland Security | 48. Commission for the Deaf and Hard of Hearing | |
| 23. Funeral Board | 49. School Facilities Board | |
| 24. Barber Board | 50. Board of Pharmacy | |
| 25. Board of Medical Examiners/Osteopath | 51. Peace Officer's Standards and Training Board | |
| 26. Nursing Care and Assisted Living Administrators | | |

Phase 0-2 Live Accounts



Security Update - New Security Features

- New Safety Settings for attachments, links, images, and spoofing deployed for entire G-Suite environment
- Tentatively approved for beta testing of Drive file sharing with external users via PIN codes
- Virtru for Google Drive ready for production; will be implemented within the next month



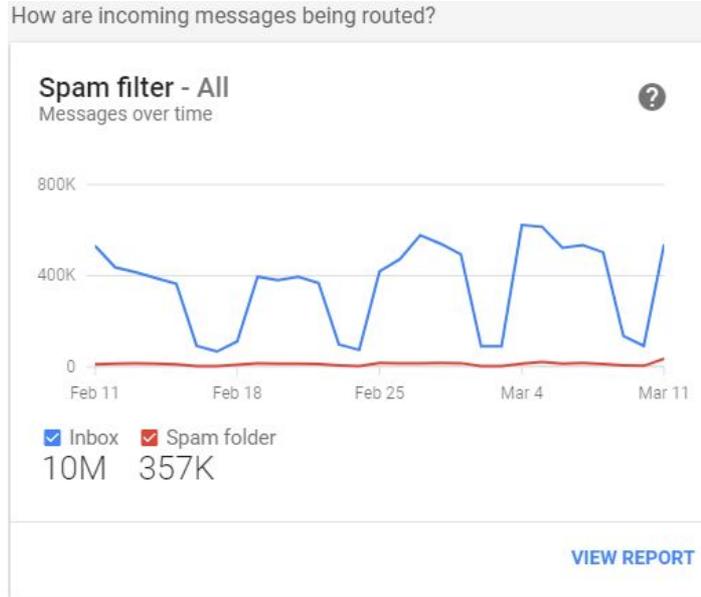
Security Update - Statistics for the Last 30 Days

Message Delivery: Roughly 11 Million messages were accepted into the State's GSuite environment while roughly 1.1 million were rejected entirely from entering at all.



Security Update - Statistics for the Last 30 Days

[Spam Filtering within State GSuite Environment](#): Roughly 10 million were delivered into the end users' inboxes while approximately 328,000 were redirected to the Spam folders.



Security Update - Statistics for the Last 30 Days

[Malware Detected](#). SPAM Filter - Pre-delivery and Post-delivery



Security Update - Continued

Current Compliance Updates:

- CJIS
- PUB 1075
- HIPAA



Continuous Improvement

Channels for feedback

	<u>Internal Lessons Learned</u>	<u>External Lessons Learned</u>	<u>Post migration Surveys</u>
Timeframe	<ul style="list-style-type: none"> • 1 week post migration 	<ul style="list-style-type: none"> • Within 30 days post migration 	<ul style="list-style-type: none"> • 1 week post migration
Audience	<ul style="list-style-type: none"> • ADOA • SADA 	<ul style="list-style-type: none"> • Agency project team (customer) • ASET project team • Project stakeholder(s) 	<ul style="list-style-type: none"> • Sample of end-users at all levels of an agency post migration
Topics	<ul style="list-style-type: none"> • Migration (technical) • Roll-out (operational) • Adoption (change-mgt) 	<ul style="list-style-type: none"> • Migration (technical) • Roll-out (operational) • Adoption (change-mgt) • Open dialog <ul style="list-style-type: none"> • What went well • What could be improved 	<ul style="list-style-type: none"> • Overall migration • Training • Communication • Go-live day • General feedback/Other

Lessons Learned

Communications:

- Continue ongoing communications post-migration (newsletters, social media, etc)
- Create communications for apps and extensions
- Manage email communications through agency Comm Lead

Training:

- Emphasize **mandatory** training for end-users
- Have agency reps (IT or Champion Leads) at trainings to answer agency specific questions

Technical:

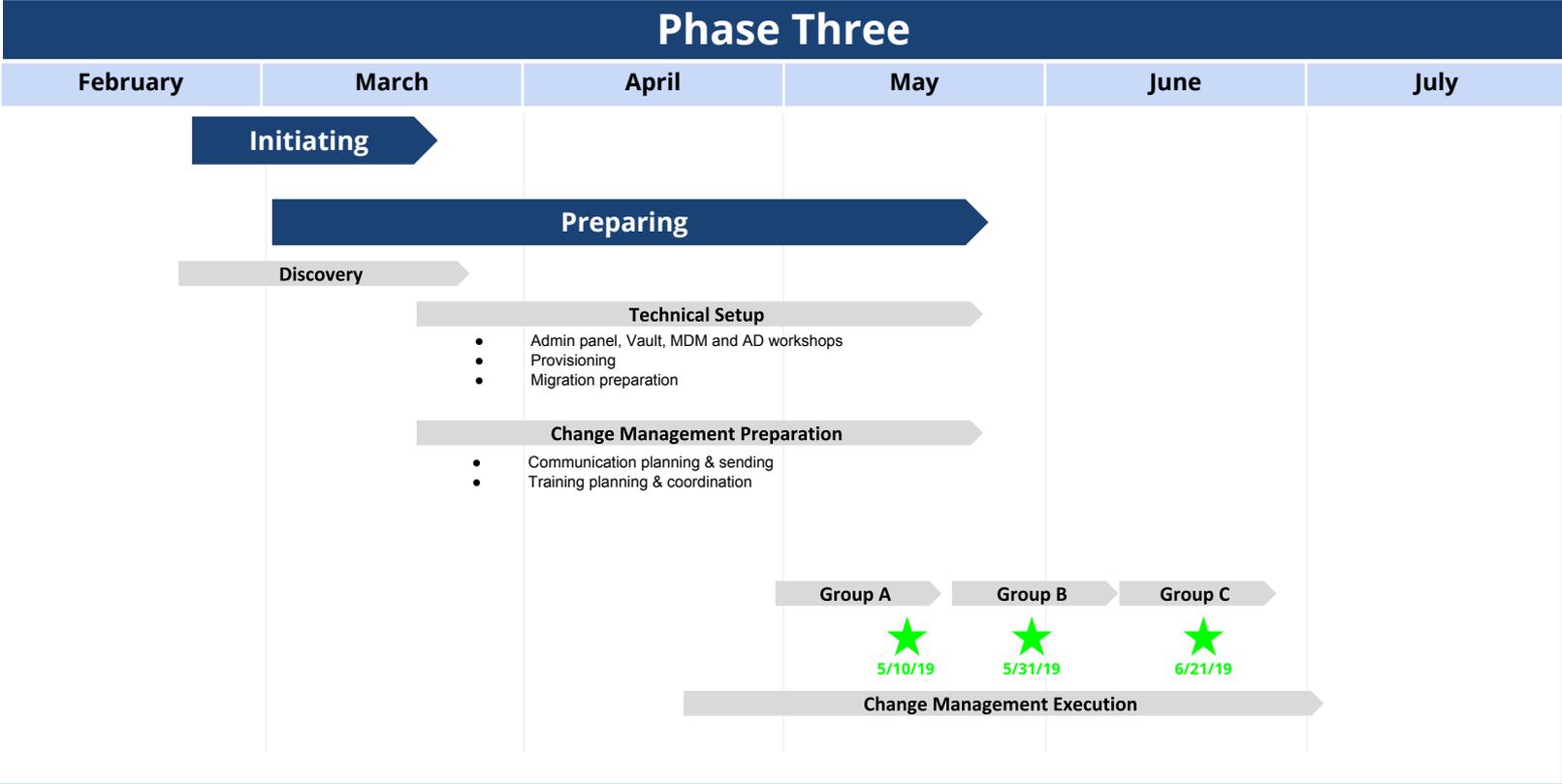
- Coordinate with agencies for no system updates weekend of Go Live
- Early provisioned IT teams for familiarity, collaboration, and critical app testing
- Admin Panel, Vault, Drive and Security sessions for agencies

Go Live Support

- Environmental summary provided to onsite support
- Onsite support from Google
- Onsite support from the project team
- Onsite support from state agencies already on platform
- Command centers for IT leads from agencies, ASET, and SADA
- Live trainings for end-users throughout the week
- Champions support throughout agencies
- White glove sessions for Executives
- Mobile device set-up instructions
- Live web sessions and queues for remote workers

Phase 3

High Level Plan



Phase III Agencies

1. Department of Economic Security -
Groups A & B
2. Department of Public Safety -
Groups A & B
3. Department of Revenue -
Groups A & B
4. Arizona State Retirement System
5. School of Deaf & Blind
6. First Things First
7. Commission for Postsecondary
Education
8. Prescott Historical Society
9. Clean Elections Commission
10. Arizona Criminal Justice Commission
11. Department of Veterans' Services
12. Board of Accountancy
13. Office of Ombudsman-Citizens Aide
14. Commission on the Arts
15. Department of Water Resources
16. Office of Administrative Hearings
17. Water Infrastructure Finance Authority
18. Department of Child Safety

**New Amended PIJ
Financials (Phase 3)
4/17/19 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$572,230*	\$1,901,776*	\$0	\$0	\$0	\$2,474,006
Operational Costs	\$0	\$414,930	\$6,704,084	\$6,704,084	\$6,704,084	\$20,527,181
Total Project Costs	\$572,230	\$2,316,706	\$6,704,084	\$6,704,084	\$6,704,084	\$23,001,187

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**New Amended PIJ
Financials (Phase 2)
10/24/18 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$652,630*	\$1,204,456*	\$0	\$0	\$0	\$1,857,086
Operational Costs	\$0	\$414,930	\$4,624,143	\$4,624,143	\$4,624,143	\$14,287,358
Total Project Costs	\$652,630	\$1,619,386	\$4,624,143	\$4,624,143	\$4,624,143	\$16,144,444

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**New Amended PIJ
Financials (Phase 1)
6/14/18 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$652,630*	\$762,456*	\$0	\$0	\$0	\$1,415,085
Operational Costs	\$0	\$25,020	\$2,779,717	\$2,779,717	\$2,779,717	\$8,364,171
Total Project Costs	\$652,630	\$787,476	\$2,779,717	\$2,779,717	\$2,779,717	\$9,779,256

P1

**Amended PIJ
Financials (Phase 0)
3/18/18 ITAC**

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$667,753*	\$0	\$0	\$0	\$0	\$667,753
Operational Costs	\$0	\$211,185	\$580,775	\$580,775	\$580,775	\$1,953,510
Total Project Costs	\$667,753	\$211,185	\$580,775	\$580,775	\$580,775	\$2,621,263

P0

Financials Cnt'd (projected full project)

Full project budget figures are based off an estimated 36,000 total mailboxes as per the original Google enterprise contract

Total mailbox estimate has adjusted upward as the project progressed to accommodate shared mailboxes

Updated financial estimates are presented as the project phases are brought before ITAC for approvals

<i>All Phase Financial Estimate based on 36,000 Mailboxes</i>				
Fiscal Year	PIJ Category	Development	Operational	Description
2018	P&OS	\$237,700	\$0	User Migration to Google by Sada (Phase 0)* all agencies associated
2018	L&M Fees	\$389,910	\$0	Single Sign On OKTA Initial Implementation (Up to 20,000 until Sept. 2019)
2018	L&M Fees	\$25,020	\$0	Doc Mngmt AODocs Initial Lic. Fee (500 ADOA users)
2019	P&OS	\$1,173,600	\$0	User Migration to Google by Sada (Phase 1-3 est.)
2019	L&M Fees	\$0	\$701,814	Single Sign On OKTA (Up to 20,000 until Sept 2019)
2019	L&M Fees	\$316,156	\$25,020	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2020	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2020	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2020	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2021	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2021	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2021	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
2022	L&M Fees	\$0	\$4,093,770	Google Suite Licensing Cost
2022	L&M Fees	\$0	\$701,814	Single Sign On OKTA
2022	L&M Fees	\$0	\$341,175	Doc Mngmt AODocs yrs 2-5 (based on 7,500 adoption @\$42+tax/user)
		\$2,142,385	\$16,137,111	

<i>Five Year Life-Cycle Summary</i>						
Cost Description	FY2018	FY2019	FY2020	FY2021	FY2022	Total
Development Costs	\$652,630	\$1,489,756	\$0	\$0	\$0	\$2,142,385
Operational Costs	\$0	\$726,834	\$5,136,759	\$5,136,759	\$5,136,759	\$16,137,111
Total Project Costs	\$652,630	\$2,216,589	\$5,136,759	\$5,136,759	\$5,136,759	\$18,279,496

For ITAC Approval

Phase III - February - June

1. Migration and Go-live of email and calendar for Phase III agencies - Groups A & B
 - a. This includes Go Live for 14 agencies
 - b. This includes Groups A & B for DES, DOR and DPS

Questions?

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